

NAMICon 2020

A Virtual Event • July 13-14

Together Toward Tomorrow

Who Ya Gonna Call? NAMI HelpLines!

Dawn Brown

Director, Community Engagement, NAMI



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Together Toward Tomorrow

Who Ya Gonna Call?

NAMI HelpLines

When mental illness strikes, we're here.

Because you don't know what you don't know.

Because we're in this together, you are not alone.

Because tried and trusted approaches and resources can help you avoid pitfalls and speed resolution.



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NAMI HelpLines –All About Mission

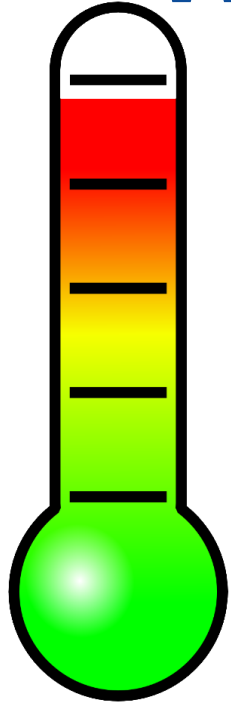
Helping to build better lives for individuals and families affected by mental illness.

- Open door to NAMI engagement
- Grassroots peer informed information and support
- Operating throughout the Alliance at local, state and national levels



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What is a NAMI HelpLine?



Hotline

NAMI HelpLine

NAMI HelpLine

Peer support service providing information, resources and support to **people living with mental health conditions, family members/caregivers, mental health professionals and the public.**

Warmline

HelpLines offer an opportunity to address and resolve issues before a crisis develops.



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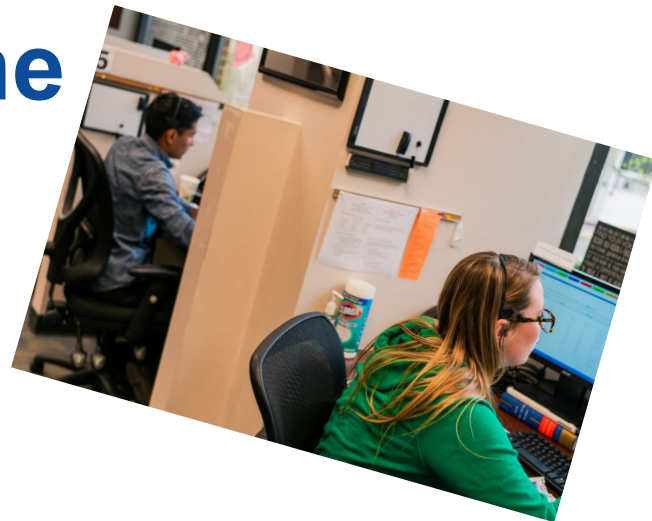
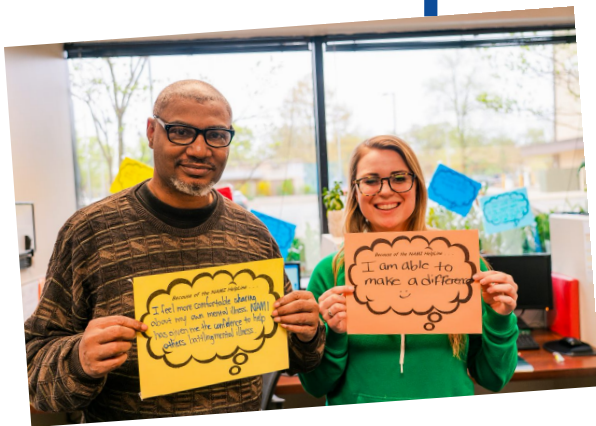
NAMI HelpLines Nationwide

- ❑ Over 400 NAMI HelpLines across the nation.
- ❑ Roughly conform to HelpLine model offering information, resources and support.
- ❑ Differ in training, staffing, hours of operation and funding.



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NAMI HelpLine



- 800-950-6264 or info@nami.org - 10:00 am to 6:00 pm, EST, Monday through Friday
- www.nami.org/help available 24/7
 - Peer informed, curated resources
 - HelpLine Knowledge Center



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IN THE LAST 12 MONTHS,

NAMI HELPLINE



150,000
people received help
from the NAMI HelpLine

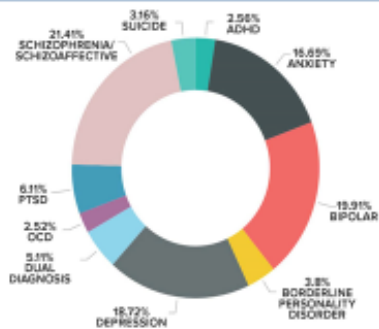
31K
CALLS



110,000
HELPLINE KNOWLEDGE
CENTER VISITS

3K EMAILS
1K SOCIAL MEDIA
750 LETTERS

CONDITIONS & CONCERNS



47%

INDIVIDUAL
WITH MI

37%

FAMILY MEMBER/
CAREGIVER

5%

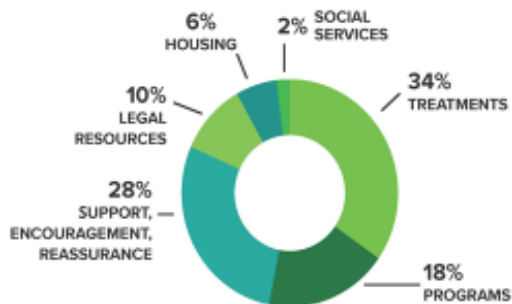
FRIEND

4%

MENTAL HEALTH
PROFESSIONAL

42% REFERRED TO
LOCAL NAMI

CONNECTIONS TO HELP



VOLUNTEERS



Weekly
40
VOLUNTEERS

YTD
100
VOLUNTEERS

Training Hours
2,500
HOURS

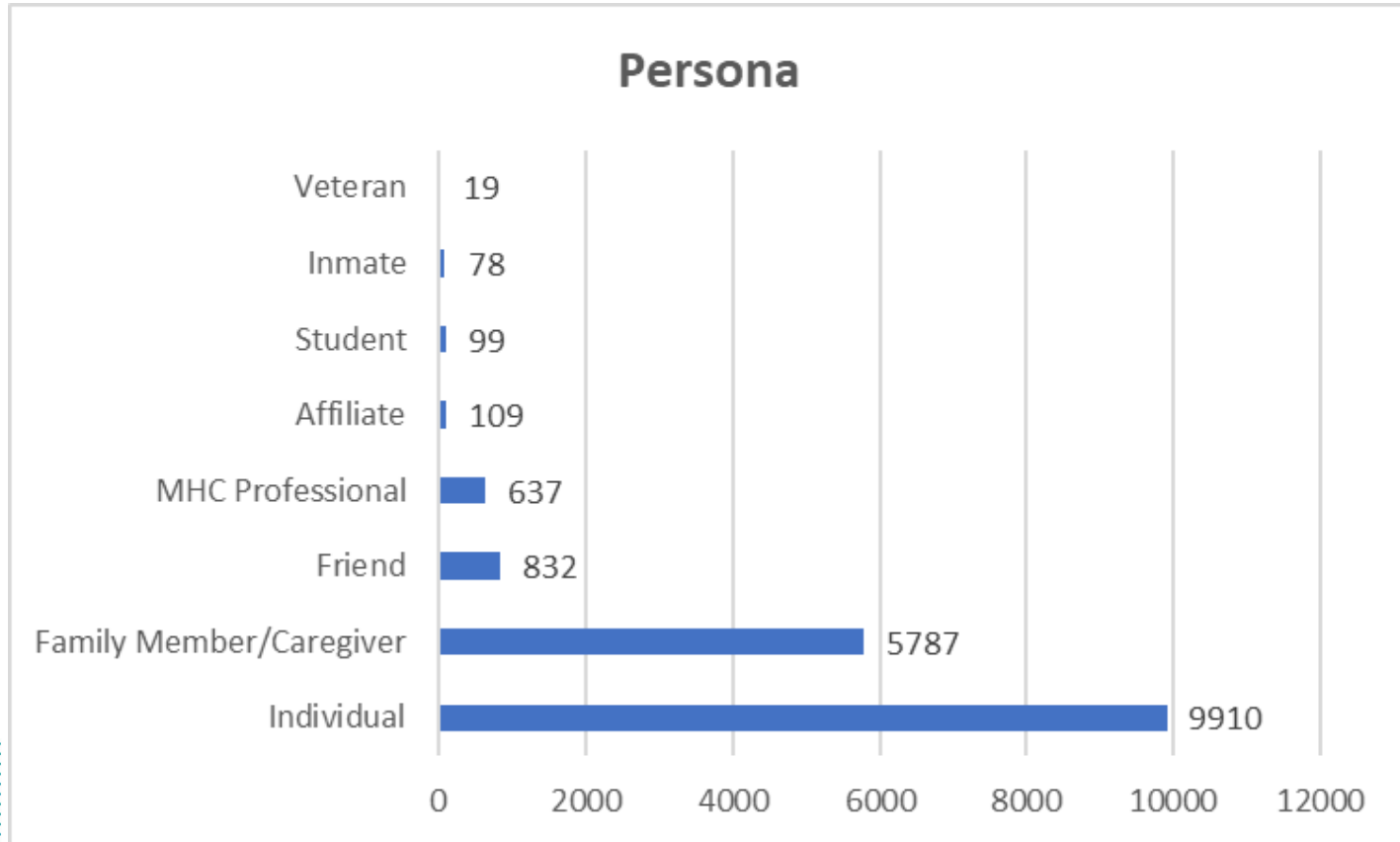
25
PER
VOLUNTEER

Volunteer Hours
10,000
PER YEAR

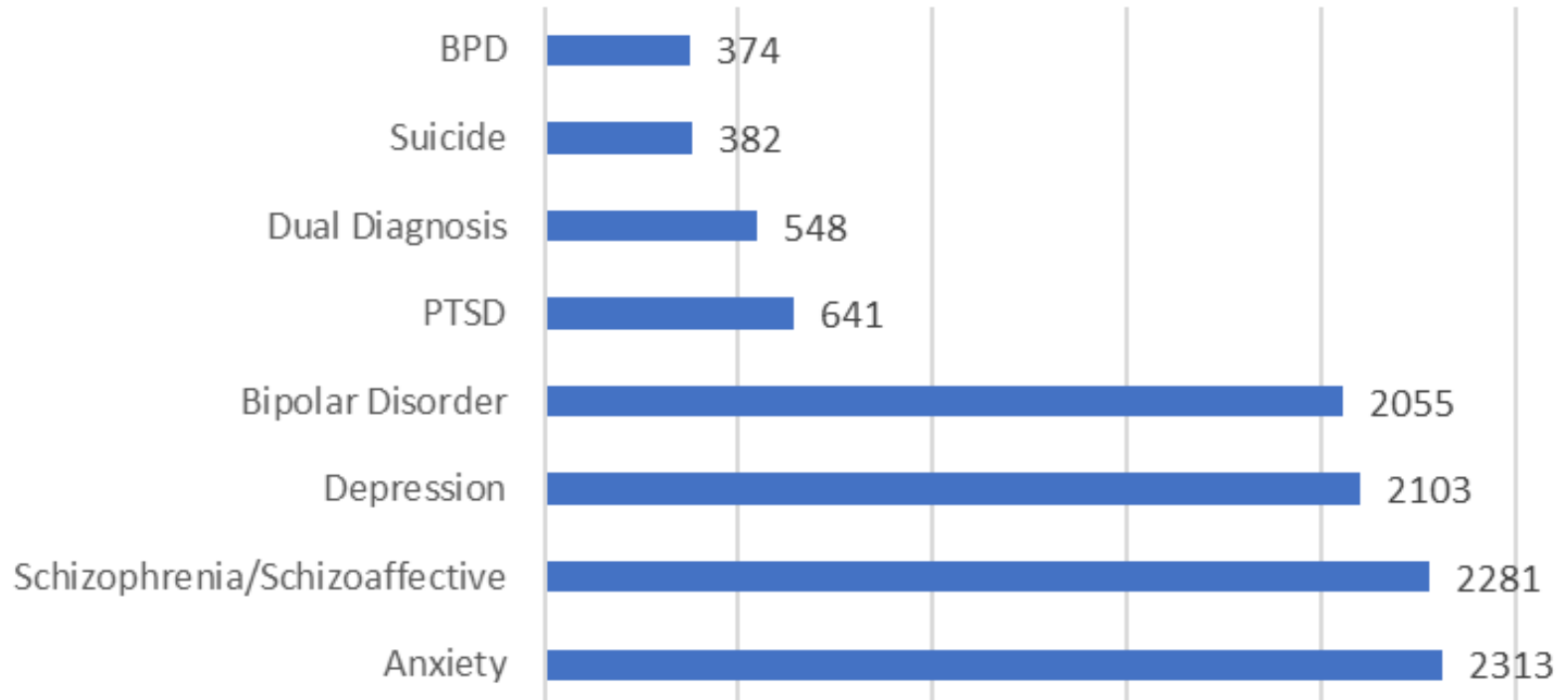
VOLUNTEERS



Who contacts the HelpLine?

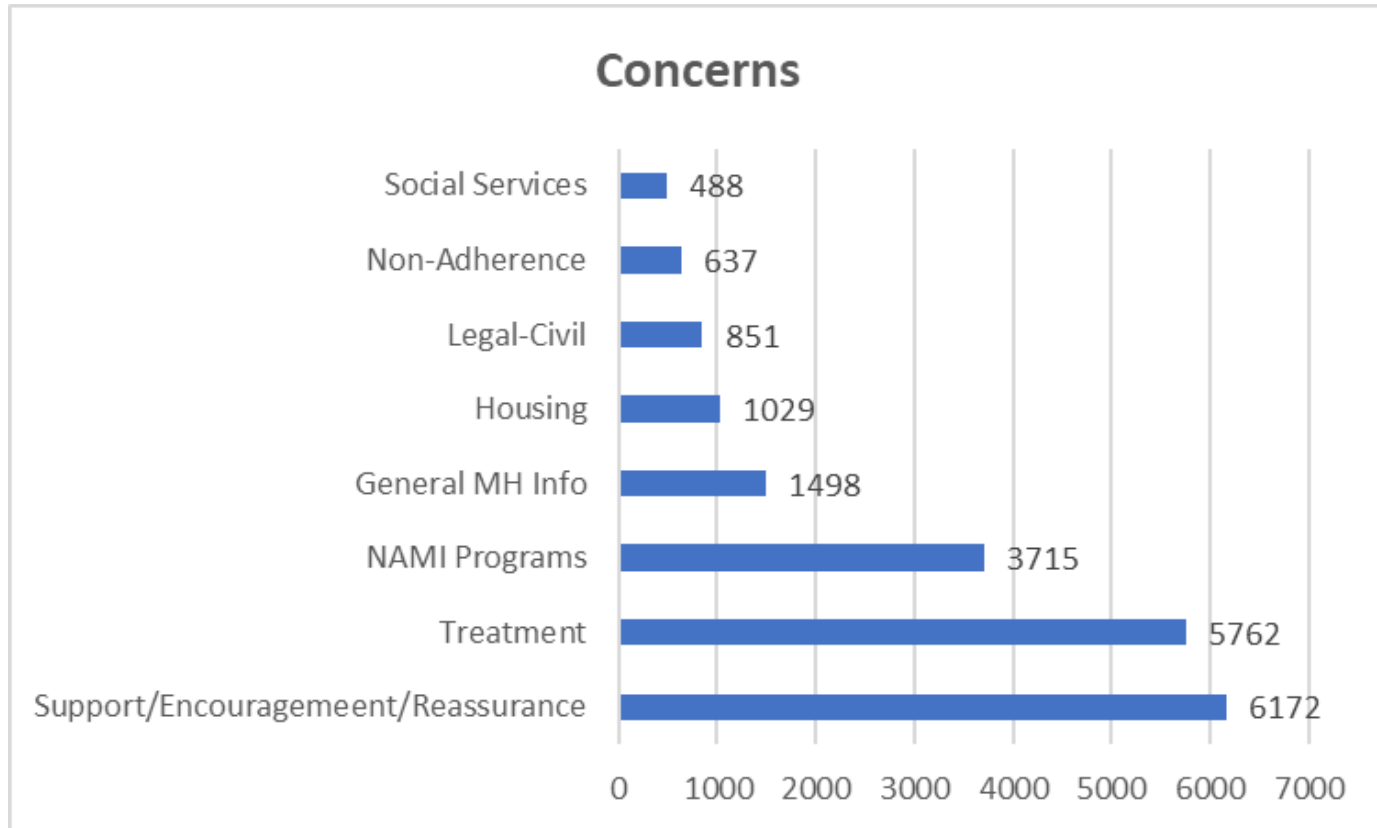


What MHC are impacting their lives?



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What are their concerns?

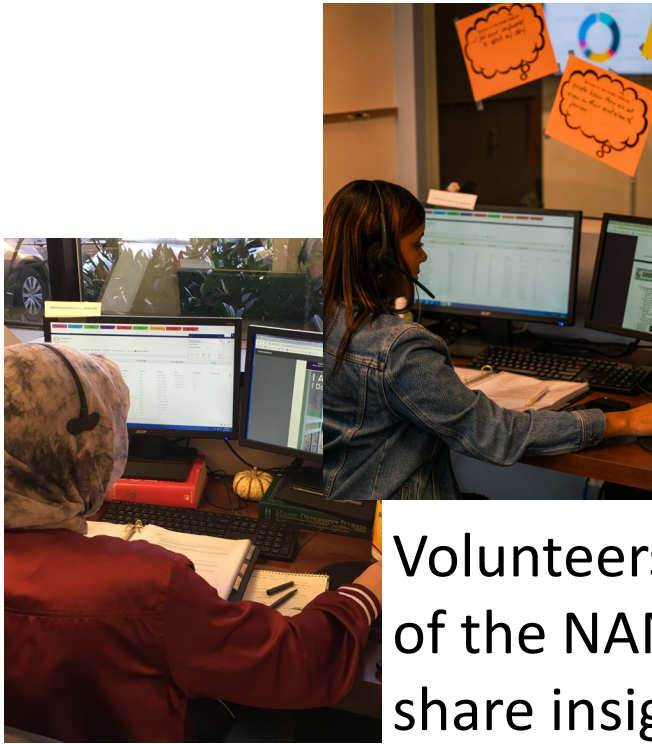


How does the HelpLine help?



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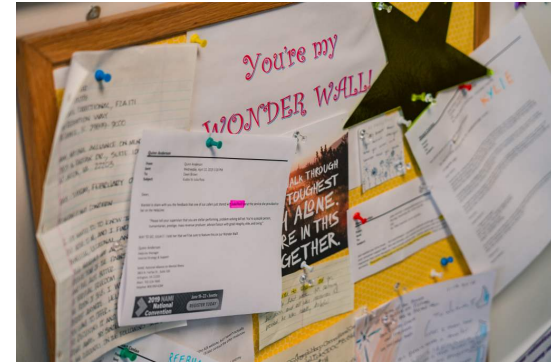
How does the HelpLine help?



Volunteers and interns are trained and Passionate about helping.

Over 100 people are recruited and trained each year to join the HelpLine's volunteer workforce.

Volunteers reflect the diversity of the NAMI community and can share insights based on their lived experience.



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Training and Preparation

- **NAMI HelpLine offers extensive training**
 - Intro to NAMI
 - NAMI Programs
 - Mental Illness and Treatment

Educate

Advocate

Listen

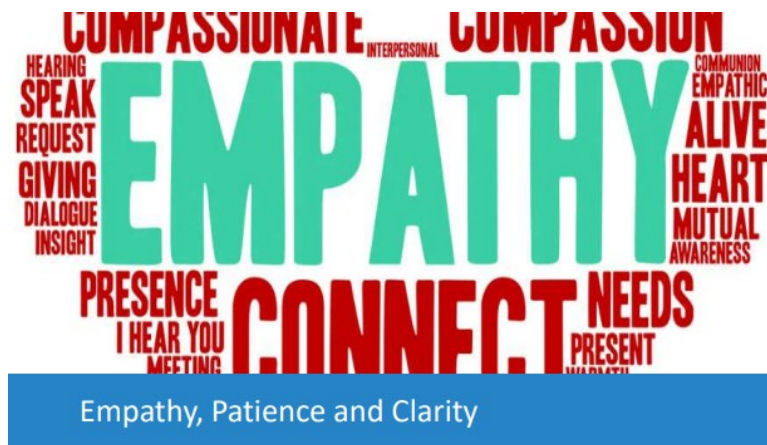
Lead



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Training and Preparation

- Call Management
- Common Calls
- Communication Skills
- Recorded Calls



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www.nami.org/help

24/7 access to HelpLine Knowledge Center

HelpLine

Children, Teens, & Young Adults

How can I get help/support for an eating disorder?

How can I get help/support for self-harm?

How do I create a long-term care plan for my loved one who is living with a serious mental illness?

I believe my child is showing signs of attention deficit/hyperactivity disorder (ADD/ADHD). How can I find help?

I'm having suicidal thoughts and need help.

I'd like to share my story to help others.

Emotional & Crisis Support

Are there any online resources for therapy/support groups or mental health apps?

How can I get help/support for self-harm?

I am a victim of rape/sexual assault. What do I do?

I believe I/my loved one is being abused. What can I do to get help?

I lost a loved one recently and need help learning to cope. Where can I find a grief support group?

I'm having suicidal thoughts and need help.

Articles in this section

Are there any online resources for therapy/support groups or mental health apps?

How can I get help/support for self-harm?

I am a victim of rape/sexual assault. What do I do?

I believe I/my loved one is being abused. What can I do to get help?

I lost a loved one recently and need help learning to cope. Where

Are there any online resources for therapy/support groups or mental health apps?

13 days ago · Updated

Online therapy is becoming increasingly popular as an affordable alternative to treatment – providing options that range from online chats with actual therapists and/or “bots”, to free downloadable tools and worksheets and mental health apps. As a result of the novel Coronavirus, the use of social distancing to “flatten the curve” has catapulted the use of telehealth, including telemental health. Most providers now offer services via phone call or online. Additionally, many in-person support groups now offer online or phone conference call virtual support.

Additionally, peer-led, online support and discussion groups offer an accessible option to those for whom interaction through digital media is a preferred alternative to in-person support groups.

Online counseling provides convenience and accessibility that in-person therapy may not be able to provide. Similar to seeking an in-person therapist, it can take some trial-and-error to find the right



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www.nami.org/help

NAMI NATIONAL

HELPLINE RESOURCE DIRECTORY



Pink Text = in person support group
Green Text = online/phone support group
Highlighted in Grey = Spanish language services

NAMI NATIONAL RESOURCE DIRECTORY

ANXIETY DISORDERS

See, also, **Resilience-Building** section of Resource Directory.

- [NAMI Anxiety Disorders page](#) and [NAMI Discussion Groups Anxiety Disorders Forum](#)
- [Anxiety and Depression Association of America \(ADAA\)](#): (240) 485-1001; press 7 / www.adaa.org
*Info and referral on anxiety & depression; **online** and **in person support groups**. Offers Spanish-language **online support group** as well as resources on its website.*
- [The Anxiety Network](#): www.anxietynetwork.com
Provides online resources and information on panic disorder, generalized anxiety disorder and social anxiety disorder; offers recommendations for anxiety therapy materials.
- [Social Anxiety Association](#): www.socialphobia.org
*Provides information & resource on social anxiety and treatment options as well as (limited number) of **in person support groups**.*
- [Phobias Awareness](#): www.phobics-awareness.org
*Free **online forum** for people experiencing phobias to provide support/coping techniques.*
- (Apps) See ADAA's section on recommended mobile apps at www.adaa.org/finding-help/mobile-apps.



Information, Resources, Support
Monday – Friday, 10:00 a.m. to 6:00 p.m. ET
800-950-NAMI (6264)
info@nami.org

NAMI HelpLine volunteers and staff have compiled this directory of outstanding resources to help you identify possible options to meet your needs. The resources included in the NAMI National Resource Directory are not endorsed by NAMI, and NAMI is not responsible for the content of or service provided by any of these resources.



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Alignment and Partnership

NAMIs working together to build on strengths = HelpLine Alignments

- NAMI Washington
- NAMI Seattle
- NAMI SW Washington
- NAMI Kansas
- NAMI Wichita
- NAMI Johnson County



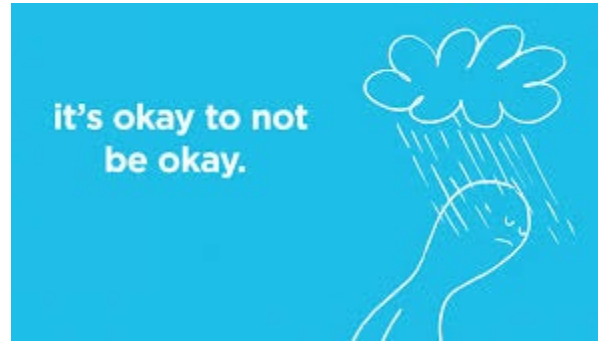
Cloud-based technology allows for alignment with shared training, data collection/reporting and consolidation of resources.



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Partnerships

Working with providers of mental health services to offer support to the communities they serve.



HelpLines are here to offer support and help problem-solve around issues. We're here to help!



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Thank you!!



**Information, Resources,
Support**

Monday–Friday,
10:00 a.m. to 6:00 p.m. ET
800-950-NAMI (6264) or
info@nami.org

Crisis?

Text “NAMI” to 741741
Or call the
National Suicide Prevention Lifeline
800-273-8255

□ Dawn Brown,
dbrown@nami.org



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